CCFA TROUBLESHOOTING: No Primary Parent Listed or Not Printing on Paperwork

MASSACHUSETTS
Department of
Early Education and Care

Blank Parent Info on Application and Fee Agreement/ No Primary Parent listed

- **When I print an application and fee agreement for the child, the parent information is blank, but the parent is listed in the family**

- **Go to the Family Details Page, one parent/guardian should be listed as primary**

- **If no primary, select to Change Primary Parent**

- **Select the primary parent and click on Next.**

- **The problem is resolved when the parent is listed as primary**

Training Materials and Questions

- **Check our website for updates and available recordings www.mass.gov/eec/ccfa/training**

- **Please email your questions to CCFATraining@massmail.state.ma.us**